

Sample Bill Explanation

1. **Payment Stub:** Provides you with the total amount due and correspondence address. Tear off this section along the perforated line, and mail your payment in the return envelope provided for you with your bill. Please include your account number, amount remitted (how much you are paying) on the payment stub. Please make the check payable to the City of Concord.
2. **Service Address:** The location we are billing you for usage (this can be different from your mailing address). Displays on the header and Payment Stub
3. **Account Number:** Represents your water/sewer account with City of Concord. This number displays slightly different than the number that appeared on the old bill. Whenever discussing your account with a customer service representative or sending payment, please have this number available. Having it available will make service quicker.
4. **Due Date:** The date payment must be received so that it is not considered past due. Payment received after this date or partial payment is subject to late fee charges.
5. **Meter Information:** The meter number represents the number on the meter at your location. Previous meter reading and present meter reading information is gathered to determine total metered usage for the days between these two readings.
6. **Previous Activity:** Provides information on past payment history, any remaining balance and late fees
7. **Current Activity:** Shows the services and the amounts charged for each service. Charges sum to the Total Current Charges.
8. **Balance Due:** Includes any Balance At Billing and Total Current Charges.
9. **Bill Message:** Information that may be important to you.
10. **Contact Information:** If you have any questions, please contact Customer Service for assistance.